



## Personal Negotiation Skills: The Power of Influence

Where do you need to have influence in your work?

The ability to communicate persuasively is a core skill in effective leadership. How can you handle coworkers and external business contacts, gain support for your ideas, and influence the views and actions of others? Your personal credibility helps to determine the direction of your professional relationships as well as your results.

In this program, we will identify the core elements of influence, how emotional intelligence improves your ability to assess situations and respond to others, and how to handle difficult people and situations. We'll learn specific strategies to:

1. Listen proactively
2. Ask powerful questions
3. Advocate for your views and solutions
4. Implement unpopular decisions
5. State your interest versus your position
6. Increase your personal credibility

### **ENROLLMENT INSTRUCTIONS:**

1. Obtain permission to attend from your Supervisor or Department Head.
2. Notify your department's [Training Information Coordinator](#) that you are approved to attend and wish to enroll in Course #018.
3. **Supervisors must also enroll themselves** or others **through** the Training Information Coordinator. They should not contact Training & Development Services.
4. **Do not** contact Training & Development Services to enroll **ALL enrollments** must go **directly** through your departmental Training Information Coordinator.

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**DATE/TIME #018:** Tuesday, October 3, 2006; 8:15 am – 4:30 pm  
**No. of Openings:** 14

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**LOCATION:** Robert A. Anderson Lake Tower, 4001 S. 6<sup>th</sup> Street, 3<sup>rd</sup> floor training room; south of Howard Avenue; parking is available along 6<sup>th</sup> Street

**COST:** \$95 per person

**PRESENTER:** Mary B. Wacker is President of Milwaukee-based M.B. Wacker Associates, specializing in professional life coaching, team building, leadership development and customer services systems. As a training and organizational development consultant, Mary has over 20 years' experience in business performance systems and organizational change. Mary has served as adjunct faculty for Marquette University and the University of Wisconsin-Milwaukee MBA program.